WEB-BASED AUTOMATED RESPONSE SYSTEM (ARS) USER GUIDE

Issued April 2005

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GENERAL INFORMATION

The Automated Response System (ARS) User Guide is a joint publication by the Department of Medical Assistance Services (DMAS) and the First Health Services Corporation (FHSC). ARS provides twenty-four-hour-a-day, seven-day-a-week internet access to eligibility information, service limits, claim status, prior authorizations, provider check status and prescribing provider ID lookup (for pharmacy providers only). This web-enabled tool will help provide cost-effective care and allow quick, convenient access to information. Unlike MediCall (the voice response system), there are no limits to the number of inquires per session. Finally, this system has been redesigned and is HIPAA compliant.

> **NOTE:** A new Automated Response System (ARS) Web Site was implemented on 02/19/07. Many new features can be found on the Web Site including improved access to business information needed by Medicaid providers as well as the User Administration Console (UAC). The UAC will allow you, the provider, to manage your own ARS access to one or more users. The UAC is an application that allows the provider to assign a Delegated Administrator for its office or facility.
>
> Once the new NPI compliant ARS system is functional you can access information using your Medicaid ID, NPI, or API. All providers must transition to the new ARS system by May 22, 2007.

SCOPE

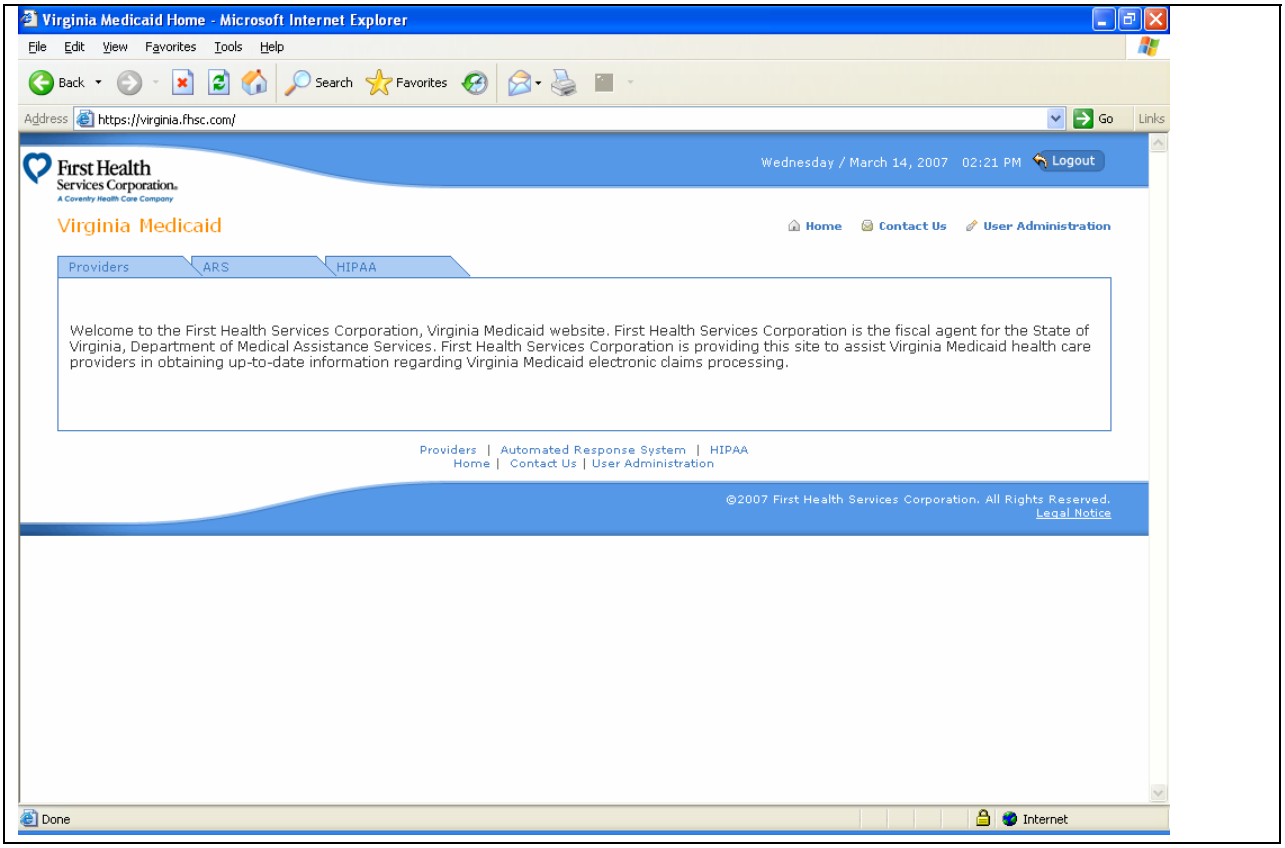
This manual provides basic instructions and screen prints for the registration, log-on and use of ARS. It provides detailed explanations of both the request and response screens for each function of ARS. The glossary and appendix provide supplemental information to aid in the interpretation of ARS data. This manual functions as a user guide, not as a technical document that explains how the computer system is designed and operates.

GETTING STARTED

The ARS system can be used by anyone with an internet-connected PC, web browser and an active Medicaid provider number. The provider number is required as part of the log-on process. After going to the Virginia Medicaid web site at http://virginia.fhsc.com, move the cursor over the box that says “Automated Response System (ARS)” in a few seconds an additional menu will display. This menu offers four options. First time users need to select “Secure Registration.” If you are not a first time user, select “User Administration.” Selecting “ARS Users Guide” will link you with a copy of this manual. The “FAQ” (Frequently Asked

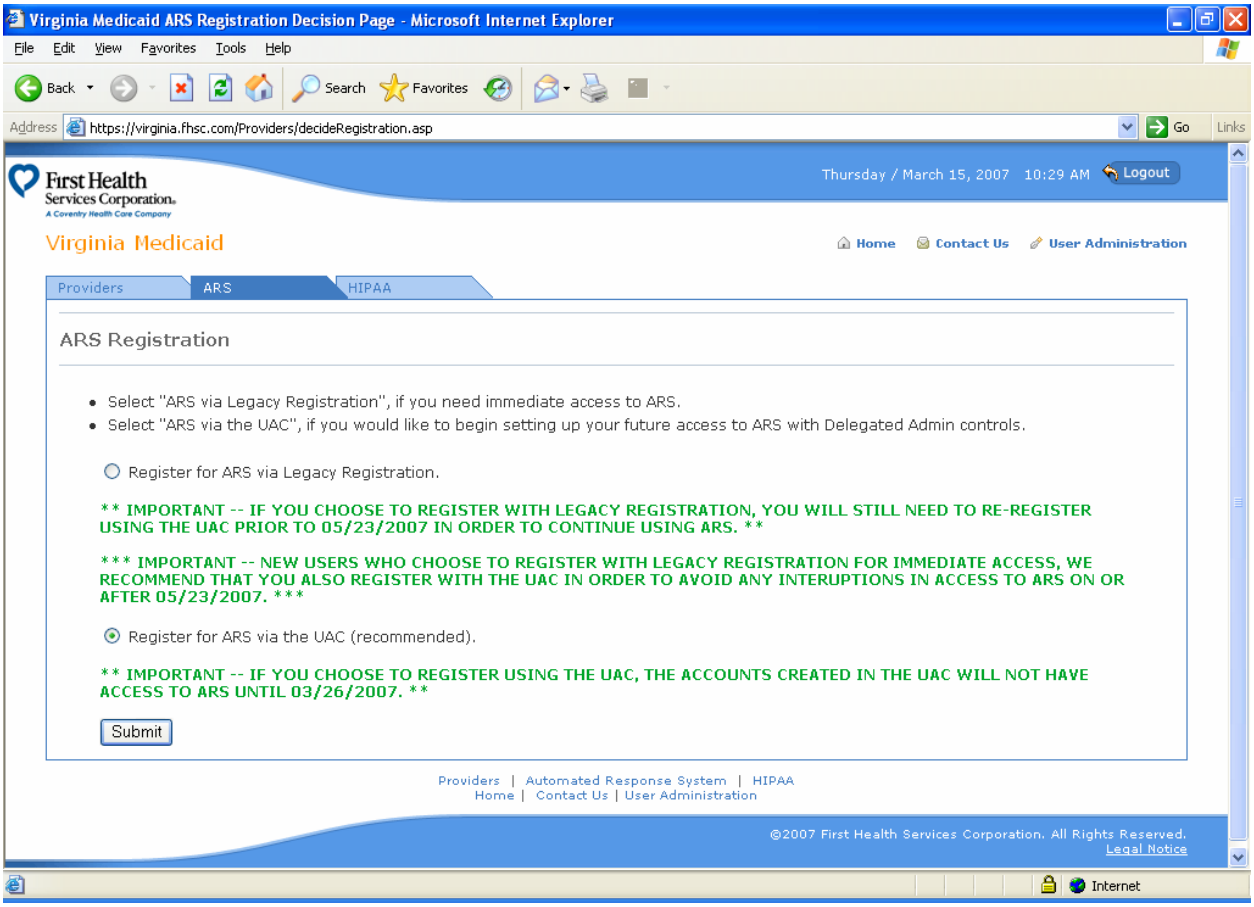
Questions) section answers general questions about ARS. FAQs are also available in this manual.

Below is a picture of the http://virginia.fhsc.com home page:

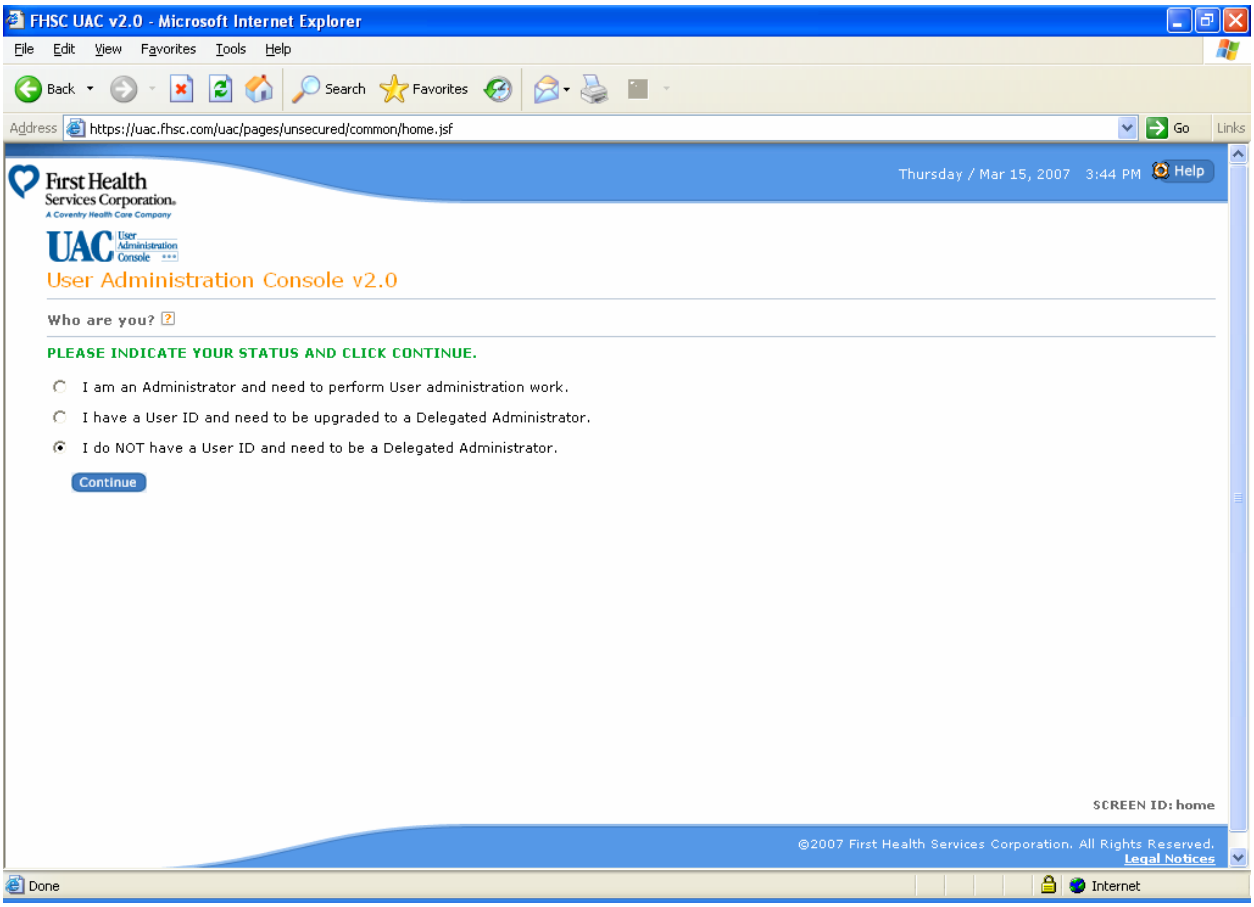


Secure Registration (First Time Users)

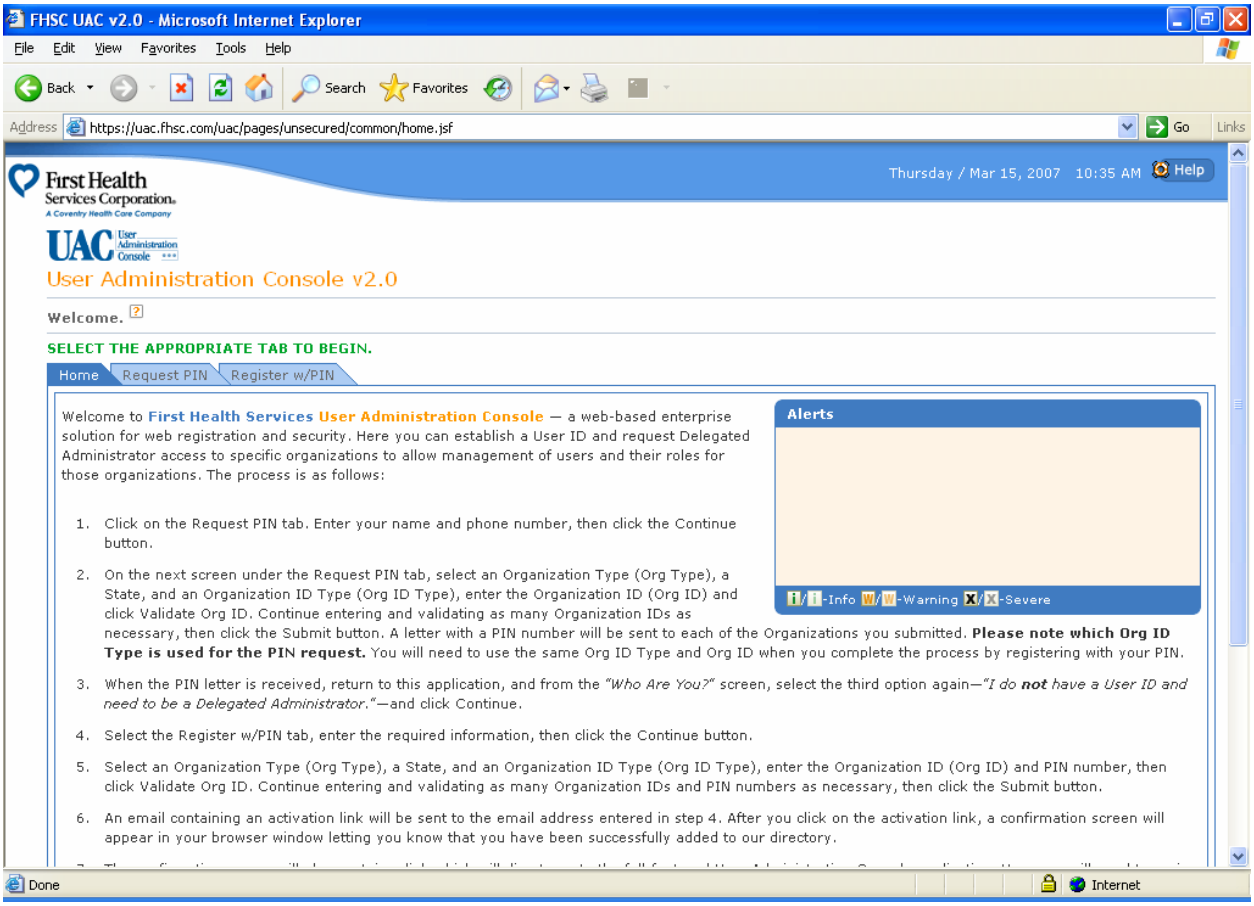
A new user must first register to use ARS. After selecting “User Administration”, select the “Register for ARS via UAC” button and select the “Submit” button.



Select the “I do not have a user ID and need to be a Delegated Administrator” button and select “Continue”.



The steps are listed for requesting a PIN number to be able to register for access to the ARS system.



Secure Logon (Registered Users)

Registered users will enter their logon information from the "Automated Response System (ARS)" menu to begin an inquiry.

To logon, enter the 9-digit Medicaid provider number with the prefix "VA," for example VA999999999. For 7-digit provider numbers, enter the prefix VA00 -- VA009999999. Next, enter your password. Passwords are case sensitive; Therefore, if you initially register your password in all capital letters, you must continue to type it in capitals each time you log on.

ARS Logon Failure

If the logon fails, the following error message appears:

"Logon failed
Please try again"

Try the logon again. If the logon continues to fail, call the Web Support Unit for First Health Services Corporation at the telephone number listed below:

1-800-241-8726 All local and long distance calls

ARS Access Problems

The following message appears when there is a problem processing the session:

"Your interactive session cannot be processed at this time."

Possible Causes

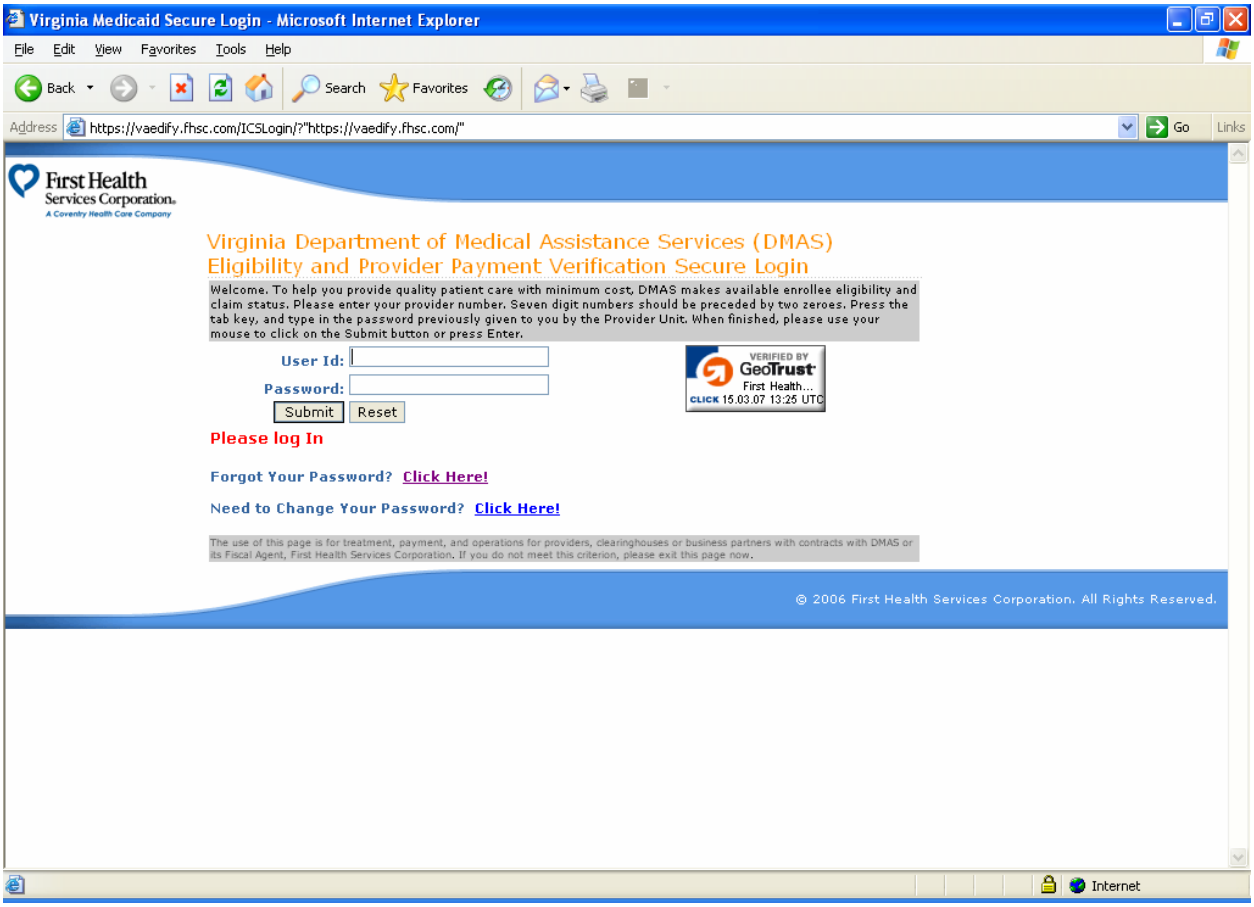
In most cases you receive this message because all software agents are currently busy. Other possible causes of the problem include

- Resources needed by the application could not be acquired at the time.
- The application you are trying to access is not running.
- The application you are trying to access has been changed.

Resolution

1. Reload the previous page and try again.
2. Try this application at a later time:
   - The best time to access ARS is in the morning before 10 A.M. and in the afternoon after 2 P.M. Mondays and Fridays are also better days to access ARS.

Below is a picture of the secure logon screen:

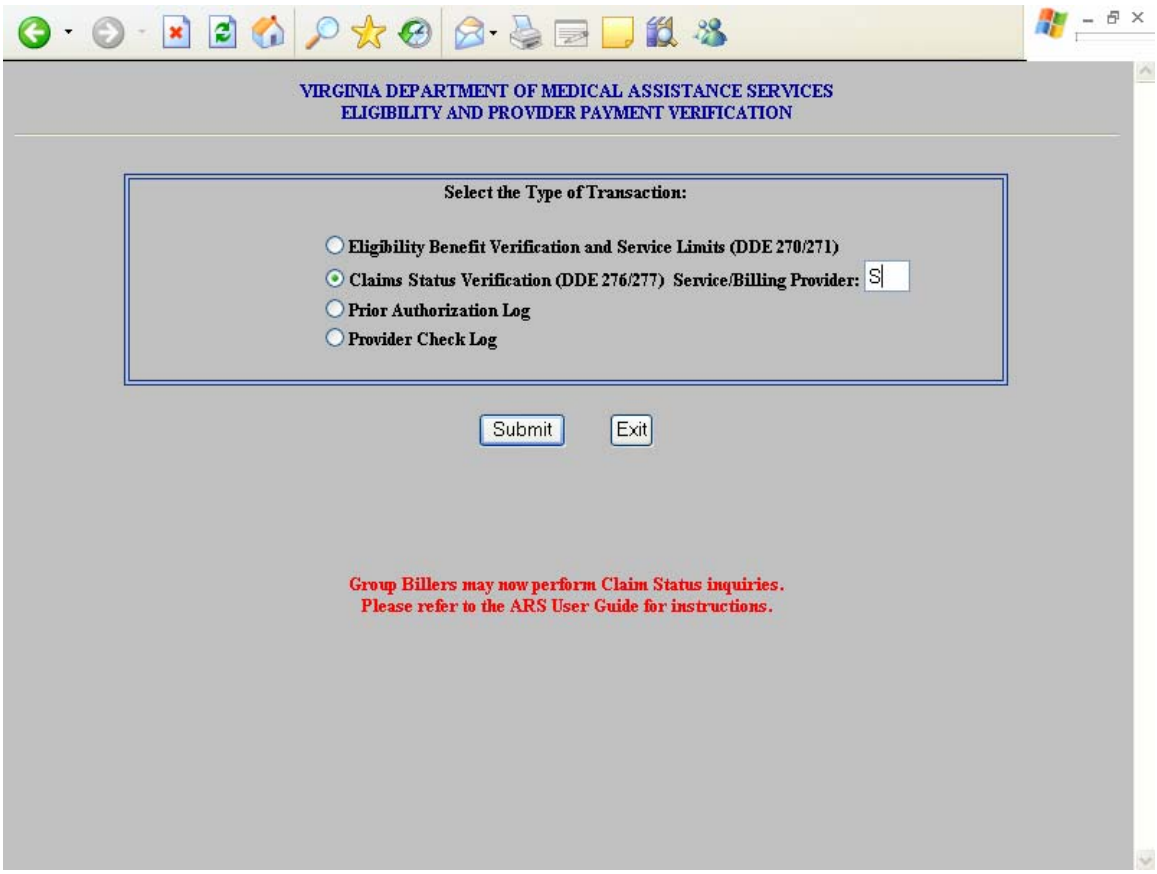


NOTE: For security purposes, passwords must be changed every 45 days.

USING ARS

Main Menu Screen

After logging on, the main menu screen appears. Depending on the type of provider, there will be either four or five choices. Below is a picture of the main menu screen:



NOTE: Only pharmacy providers have access to the Prescribing Provider ID lookup option. This option will only appear on the menu for those providers with a pharmacy provider ID.

NOTE: If selecting 'Claims Status Verification' the user must enter 'S' for Servicing Provider or a 'B' for Billing Provider in the white box.

Make a selection and click “Submit.” A screen corresponding to that specific transaction will appear.

Selecting “Exit” on this screen will take you out of ARS.

1. Eligibility Benefit Verification and Services Limits

The next two screens are used to verify eligibility and service limits for a patient. The first screen will prompt you to provide enrollee identification information. The second screen returns eligibility and service limits data pertaining to the enrollee identified in the query.

1a. Request Screen

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the enrollee number (ID code) assigned by DMAS; OR
- Enter any <u>two</u> of the following:
  - Enrollee social security number (without dashes)
  - Enrollee date of birth (The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third field holds a four-digit number for the year (CCYY))
  - Enrollee name (Middle initial is optional)

Regardless of which type(s) of enrollee identification you provide, you must include the service dates. Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service "from" date must be within one year from the current date. Future service dates are not allowed.

Enter the provider's control or trace number. This is a tracking control number for internal purposes only. You are required to enter a value in this field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry. This field will accept up to 30 characters.

To receive service limit information, the service limit type must be selected from the "Service Type Code" drop down box. This is not a required field. It is to be used only by providers that fall into one of the following categories:

42 – Home Health Care (Home Health Aide)
43 – Home Health Visits (Skilled Nursing)
AD– Occupational Therapy
AE – Physical Medicine
AF – Speech Therapy

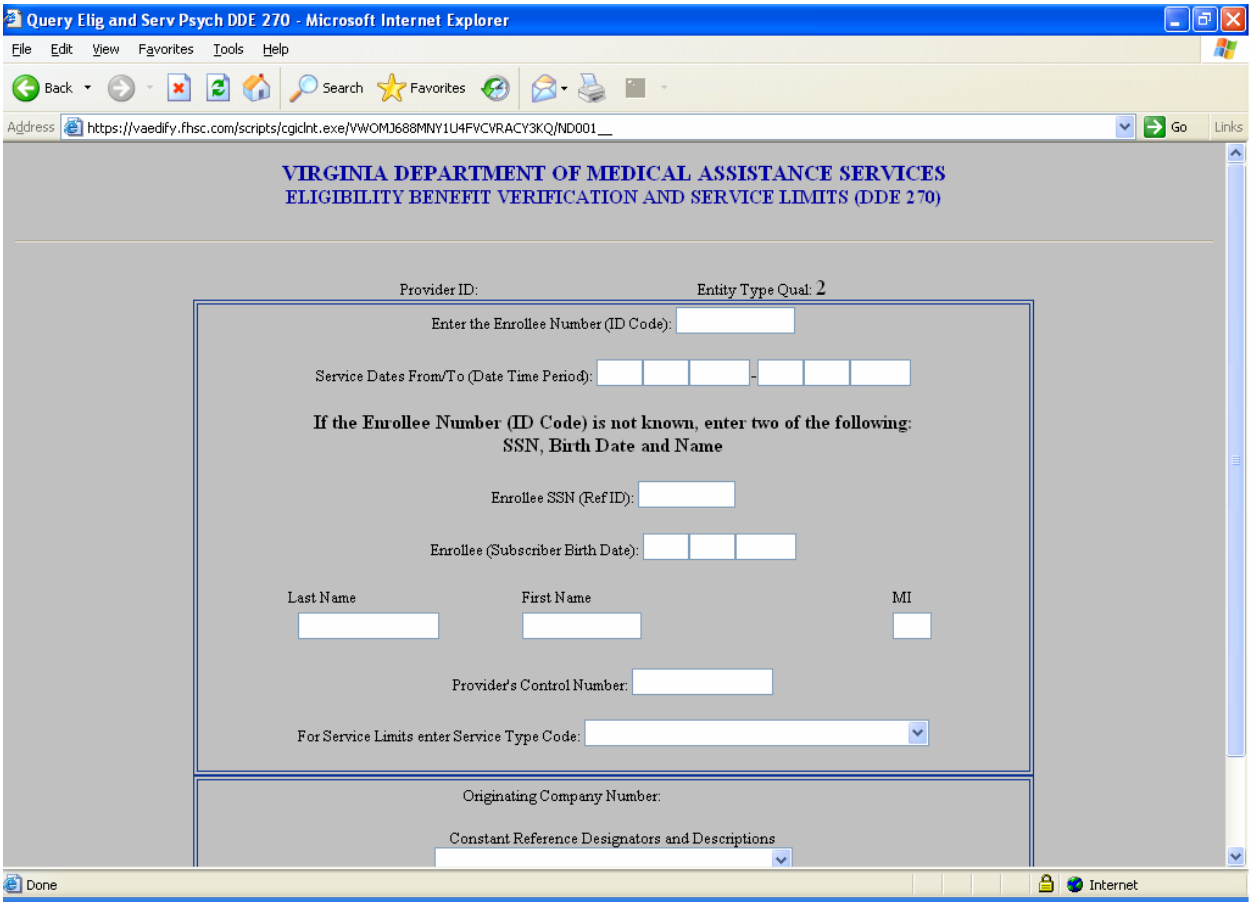
NOTE: For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

The Constant Reference Designators and Description drop down menu displays the constant elements defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are required in standard X12 transactions. They are not required to access the eligibility and provider verification system and should be ignored.

Press “Submit Query” after entering the data. If any information entered is incorrect, a red error message will be displayed at the top of the form. Type in the correct information and resubmit. The HIPAA 270/271 Implementation Guide including the “Service Type Codes” can be obtained free of charge at http://www.wpc-edi.com/products/publications. The enrollee CoPay Indicator (Special Indicator Code – Copayment Code) definitions are found in Chapter III of your Medicaid Provider Manual. Please note that the new Program Benefit Name “FAMIS Plus” refers to certain children with **Medicaid** coverage.

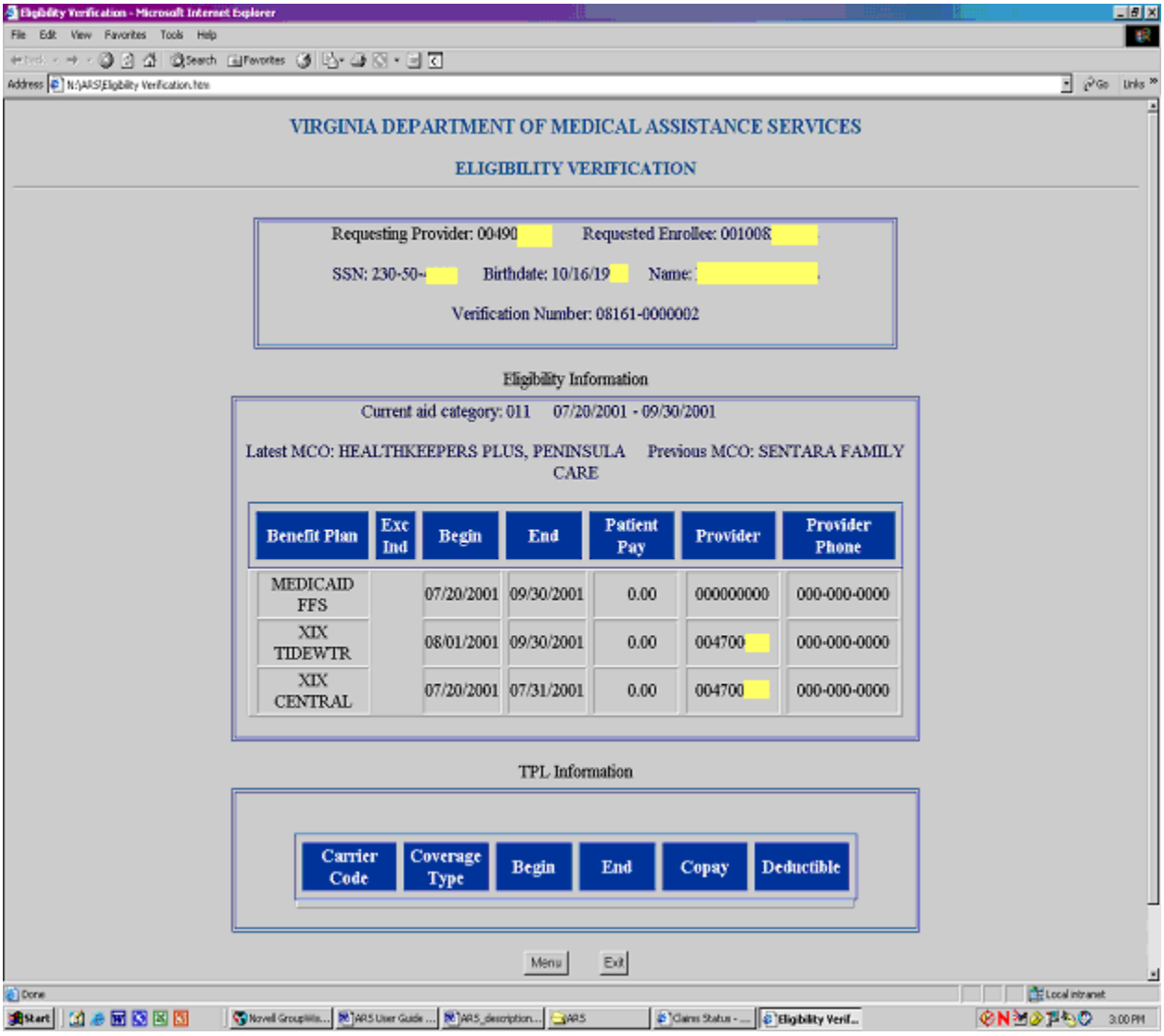
Selecting “Exit” on this screen will take you out of ARS.

Below is a picture of the eligibility screen:



1b. Response Section

Below is a picture of the eligibility verification and service limits response screen:



NOTE: Insurance codes, listed in alphabetical and numeric order, are available at http://www.dmas.state.va.us/pr-home.htm

Selecting “Exit” on this screen will take you out of ARS.

2. Claims Status Verification

The next two screens are used to check on the status of a claim. The first screen will prompt you to provide information regarding a claim. The second screen returns claims status data pertaining to the claim identified in the query.

2a. Request Screen

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the Payor's Claim Control Number (ICN); OR
- Enter the enrollee number assigned by DMAS and the service dates:
  - Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service "from" date must be within one year from the current date. Future service dates are not allowed.

You may also enter the billing provider ID number. If the billing provider's ID number is not provided, the search will default to the provider number.

Enter the provider's control or trace number. This is a tracking control number for internal purposes only. You are required to enter a value in this field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry. This field will accept up to 30 characters.

The Constant Reference Designators and Description drop down menu displays the constant elements defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are required in standard X12 transactions. They are not required to access the eligibility and provider verification system and should be ignored.

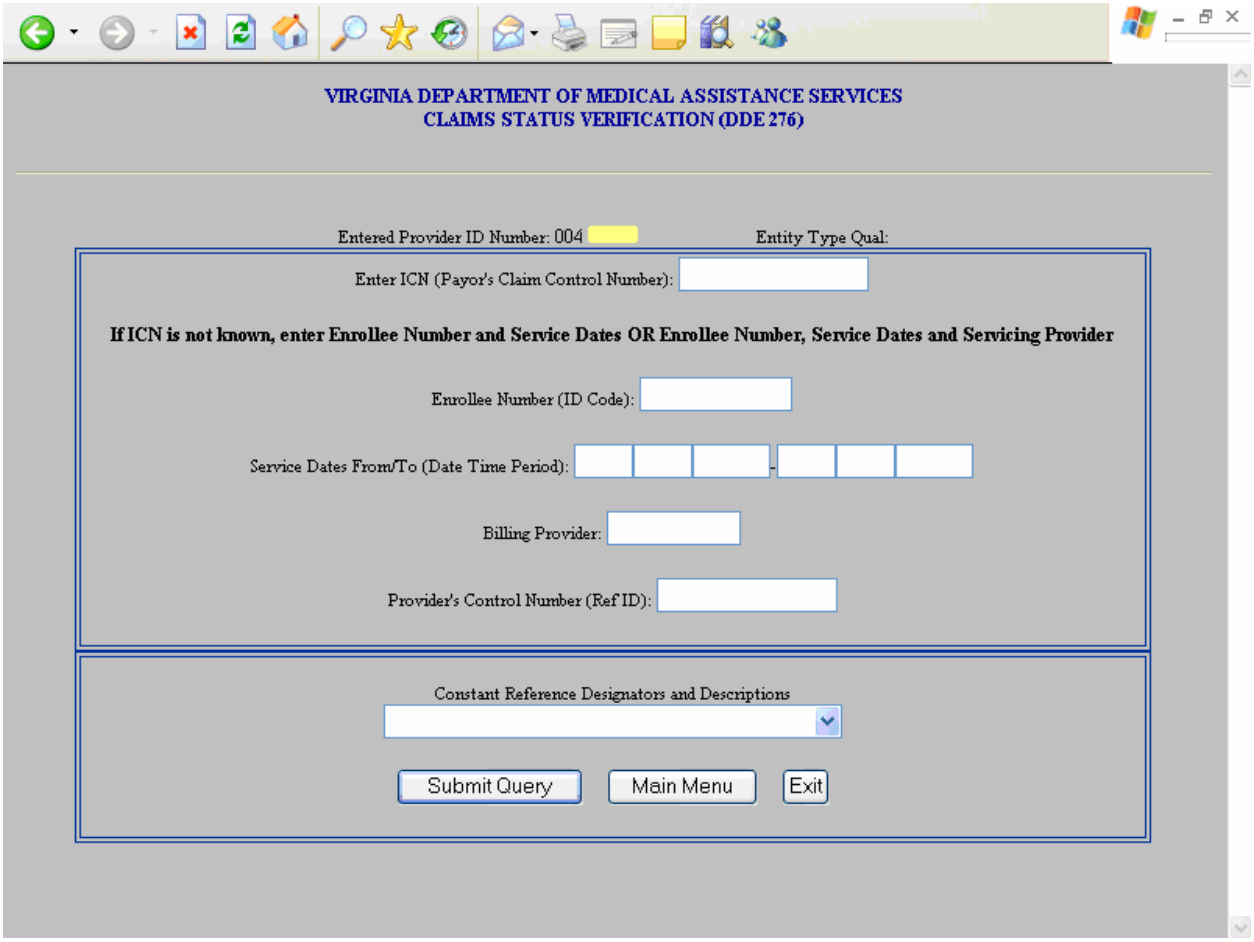
The HIPAA 276/277 Implementation Guide can be obtained free of charge at http://www.wpc-edi.com/products/publications. The "Health Care Claim Status Category Codes and the Health Care Claim Status Codes" can also be obtained free of charge at http://www.wpc-edi.com/products/codelists/alertservice.

NOTE: For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Press “Submit Query” after entering the data. If any information entered is incorrect, a red error message will be displayed at the top of the form. Type in the correct information and resubmit.

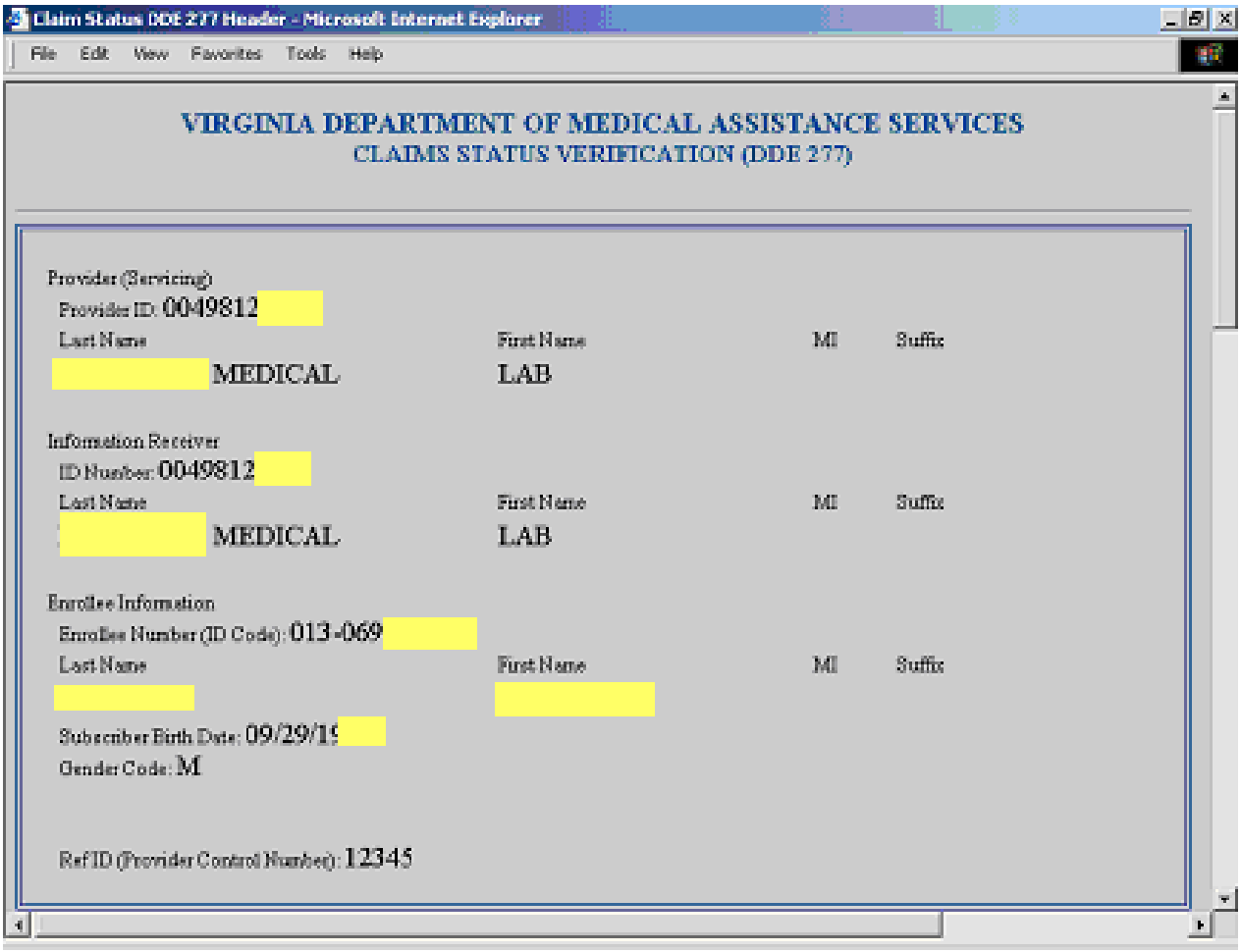
Selecting “Exit” on this screen will take you out of ARS.

Below is a picture of the claims status request screen:

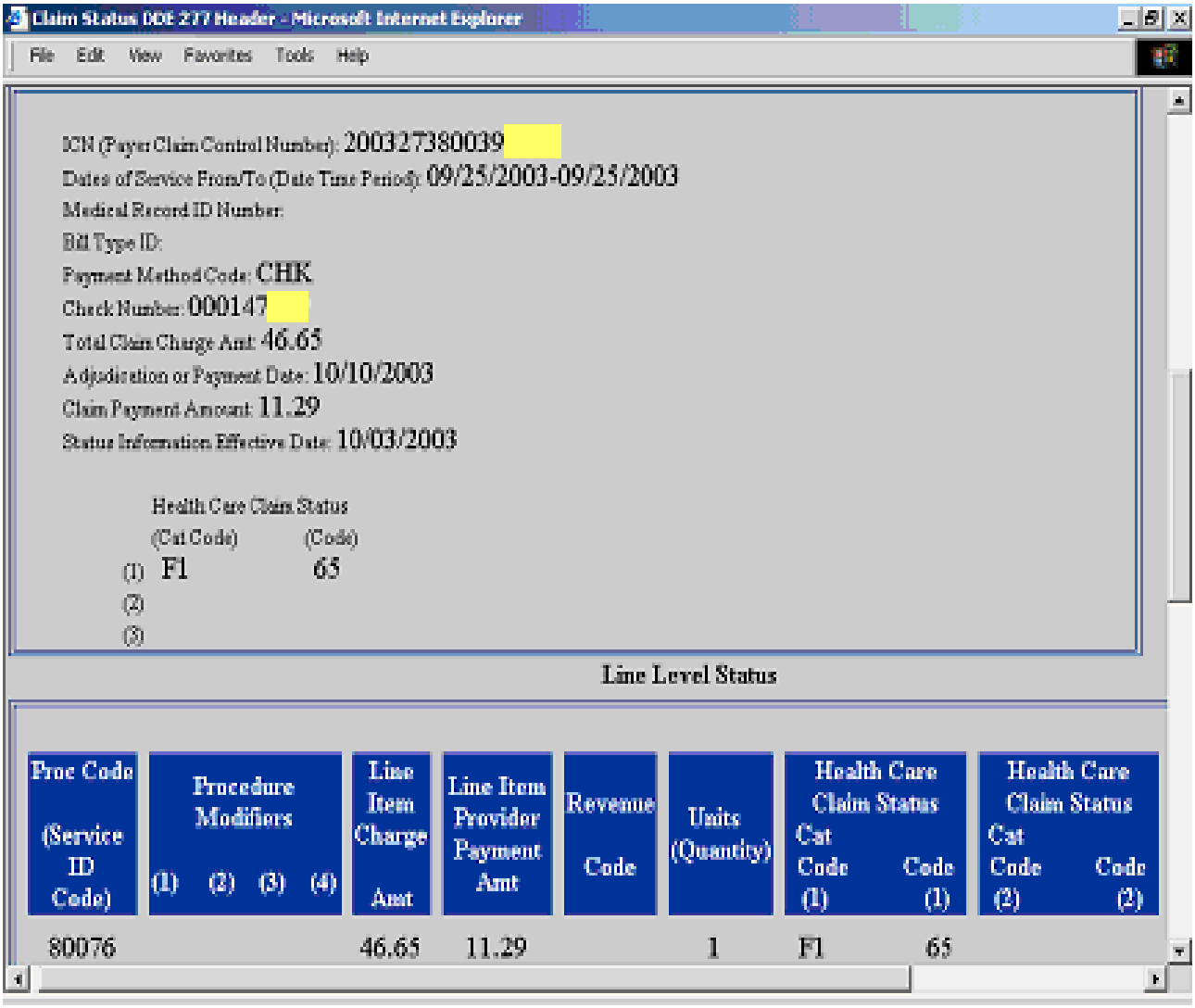


2b. Response Section

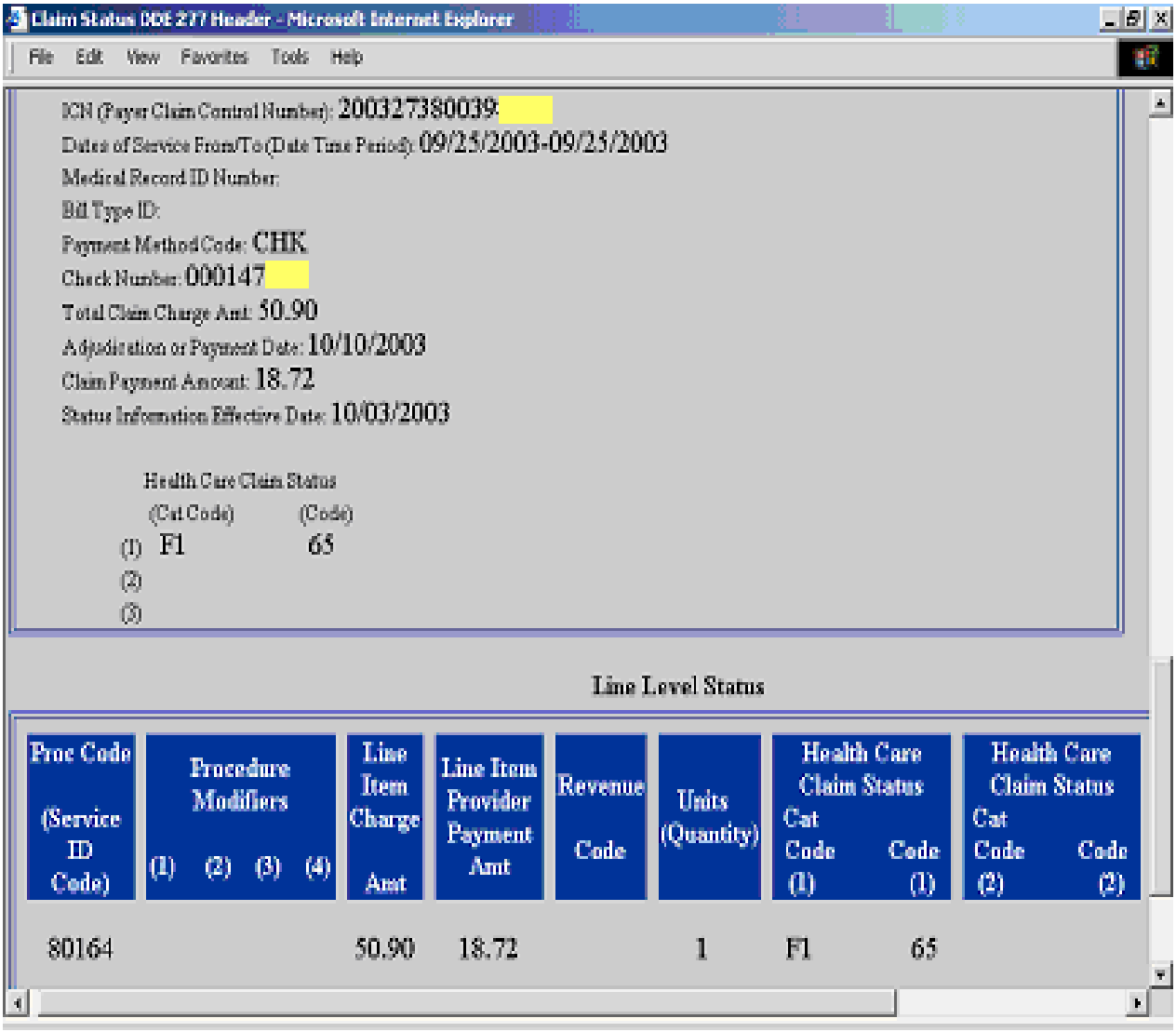
A claim search can return more than one claim. If this occurs, each claim will be displayed in a different claim level box. The same is true for line items; each line item will be displayed in a different status box. Below is a picture of the claims status verification response screen:



Response Section Cont'd



Response Section Cont'd



3. Prior Authorization Log

The Prior Authorization (PA) Log displays the requests for PA that a provider has submitted. The next two screens are used for PA requests. The first screen will prompt you to provide enrollee identification information. The second screen returns PA data pertaining to the enrollee identified in the query.

3a. Request Section

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the Enrollee Number (ID Code) and the service dates:
  - Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service "from" date must be within one year from the current date. Future service dates are not allowed.

OR

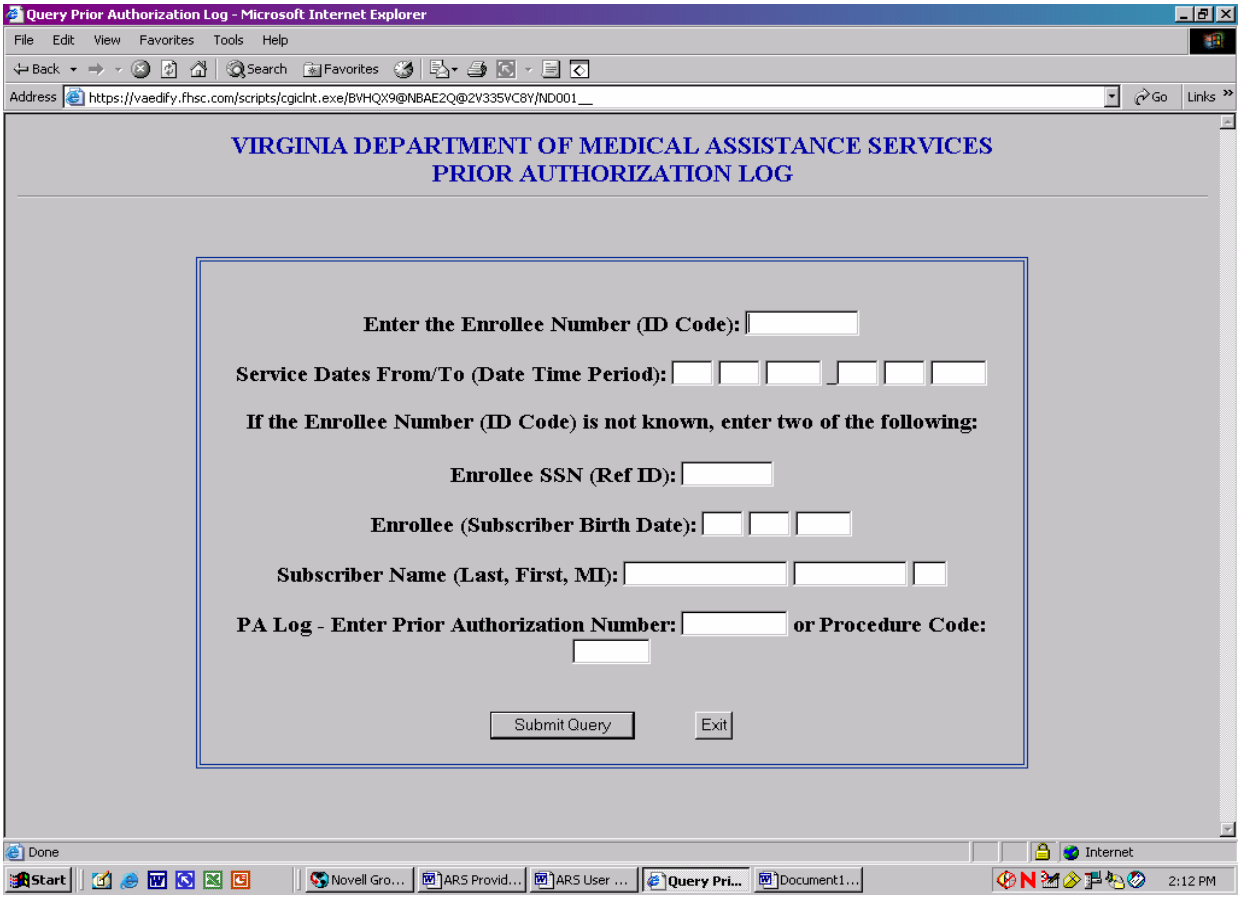
- Enter any <u>two</u> of the following:
  - Enrollee social security number (without dashes)
  - Enrollee date of birth (The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third field holds a four-digit number for the year (CCYY))
  - Enrollee name (Middle initial is optional)
  - Prior authorization number assigned by DMAS
  - Procedure code (Standard HIPAA codes, up to seven characters)

NOTE: For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Press "Submit Query" after entering the data. If any information entered is incorrect, a red error message will be displayed at the top of the form. Type in the correct information and resubmit.

Selecting "Exit" on this screen will take you out of ARS.

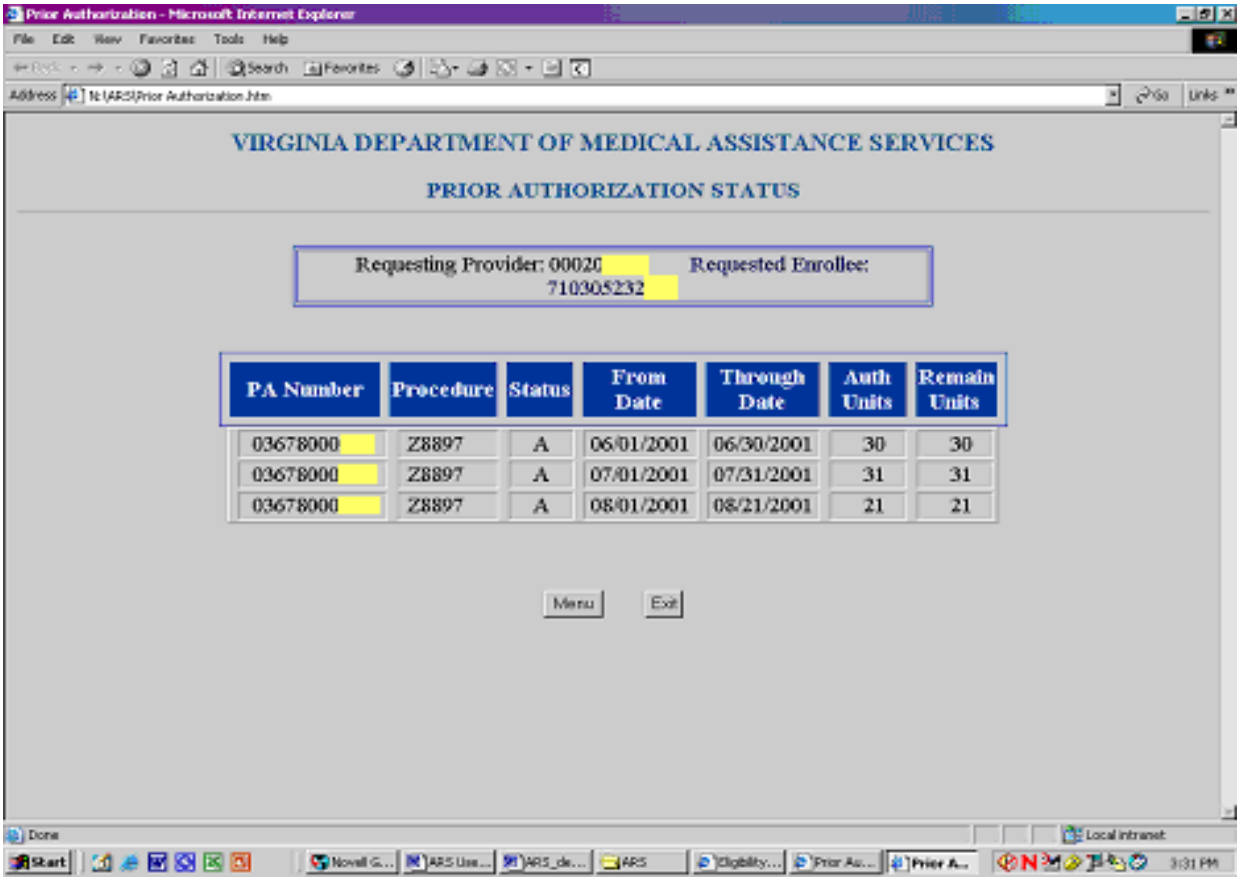
Below is a picture of the prior authorization log request screen:



3b. Response Section

A prior authorization (PA) log search can return more than one PA. If this occurs, all of the PAs on record will be displayed.

Below is a picture of the prior authorization status response screen:



Prior Authorization Status Codes:

The following codes are used in the ARS system to indicate the status of prior authorization:

- A - Approved
- J - Reject
- D - Denial
- R - Request received at First Health Services (Please do not mail outpatient psychiatric services requests to FHS. The requests should be faxed to DMAS: (804) 225-2603 or (866) 248-8796
- P - Pending

4. Provider Check Log

The Provider Check Log shows the check reimbursements made to the provider. The next two screens are used for check log requests. The first screen will prompt you to provide remittance information. The second screen returns all transactions pertaining to the given date.

4a. Request Section

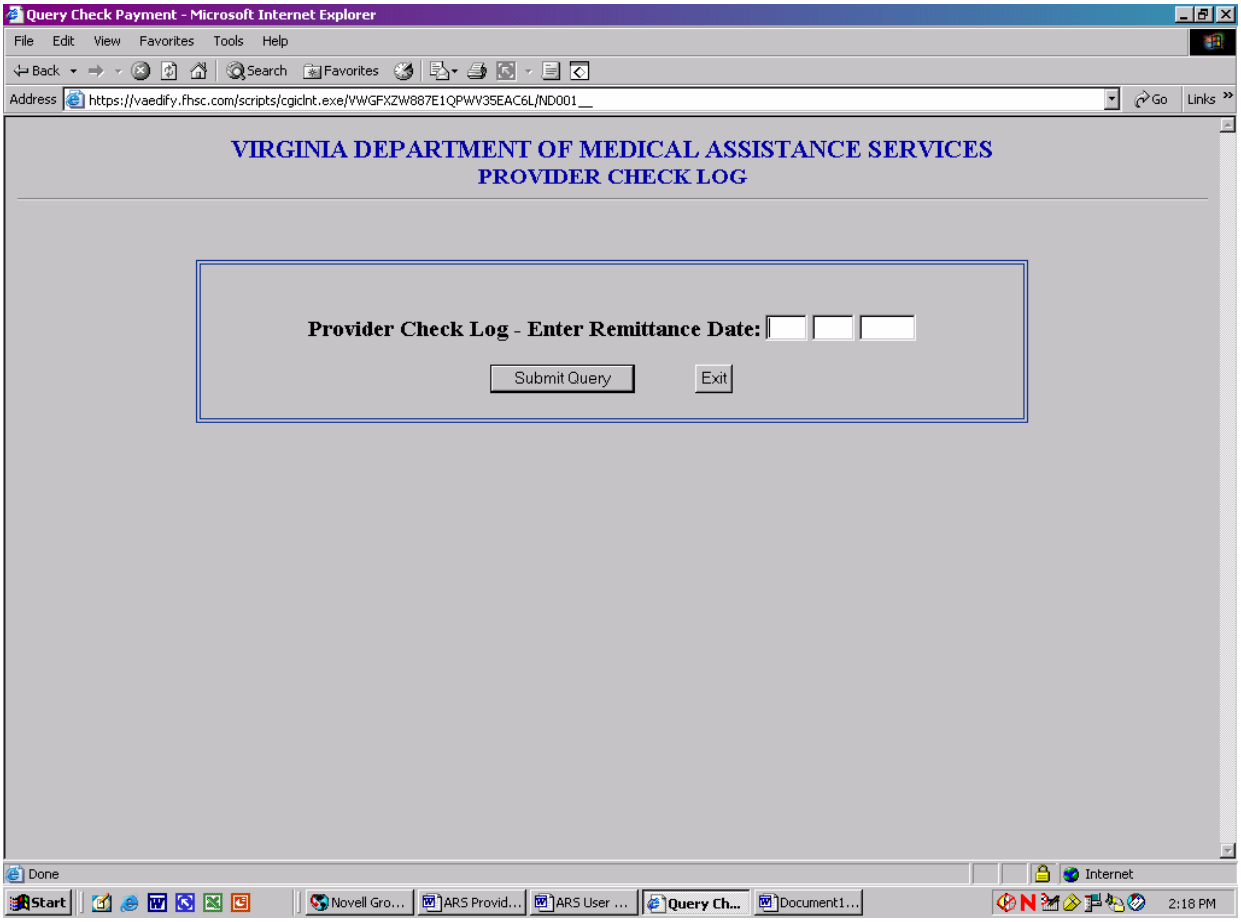
To request the check log, the provider must enter the remittance date. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY).

NOTE: For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Press “Submit Query” after entering the data. If the date is entered incorrectly, a red error message will be displayed at the top of the form. Type in the corrected date and resubmit.

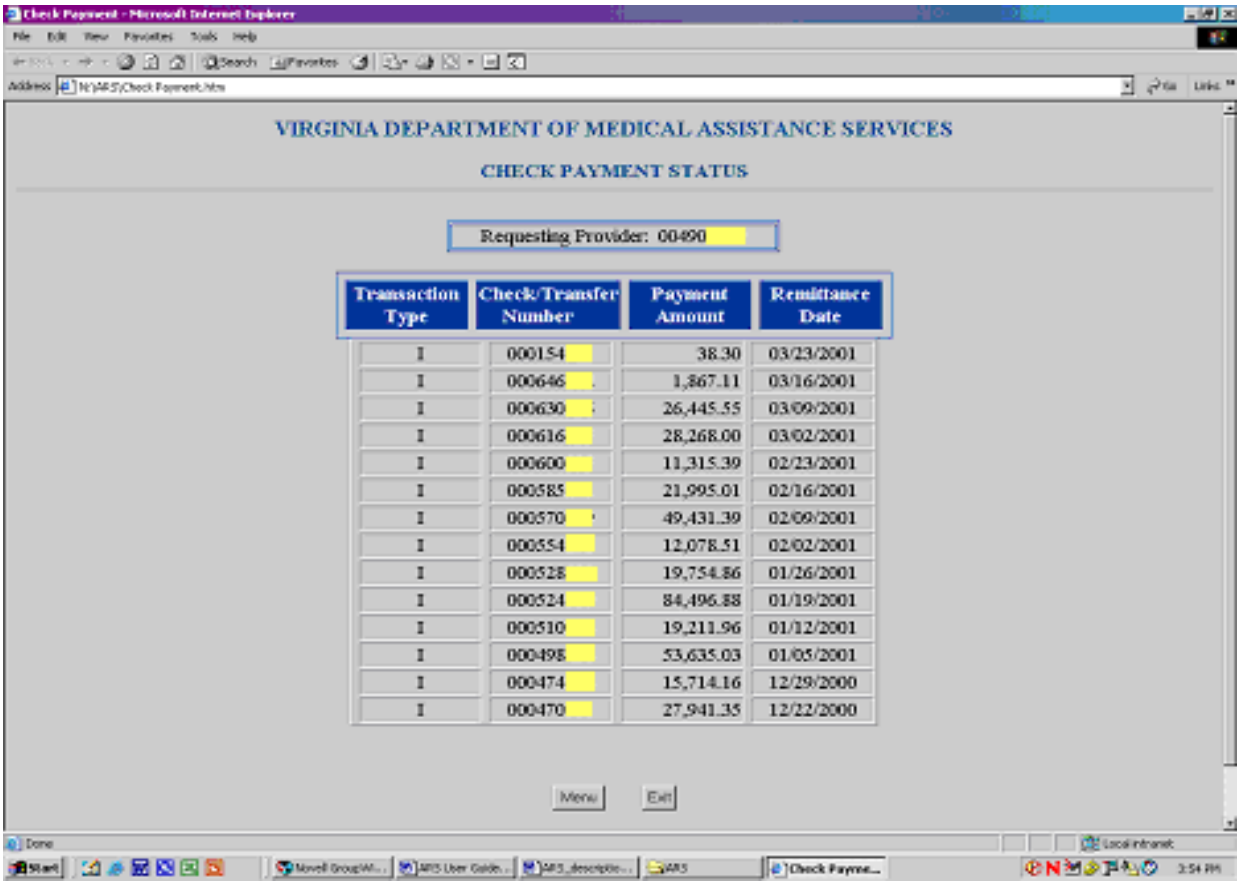
Selecting “Exit” on this screen will take you out of ARS.

Below is a picture of the provider check log request screen:



4b. Response Section

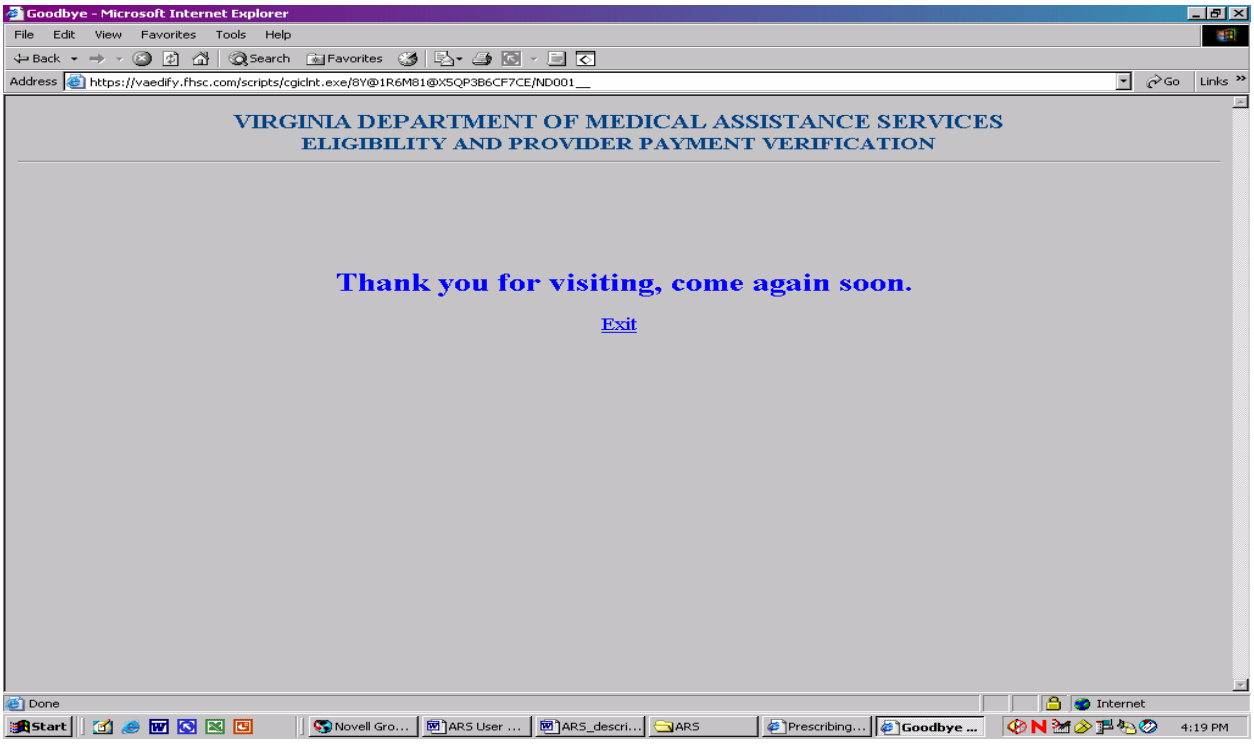
The provider checklog displays all transactions for the given date. Below is a picture of the check payment response screen:



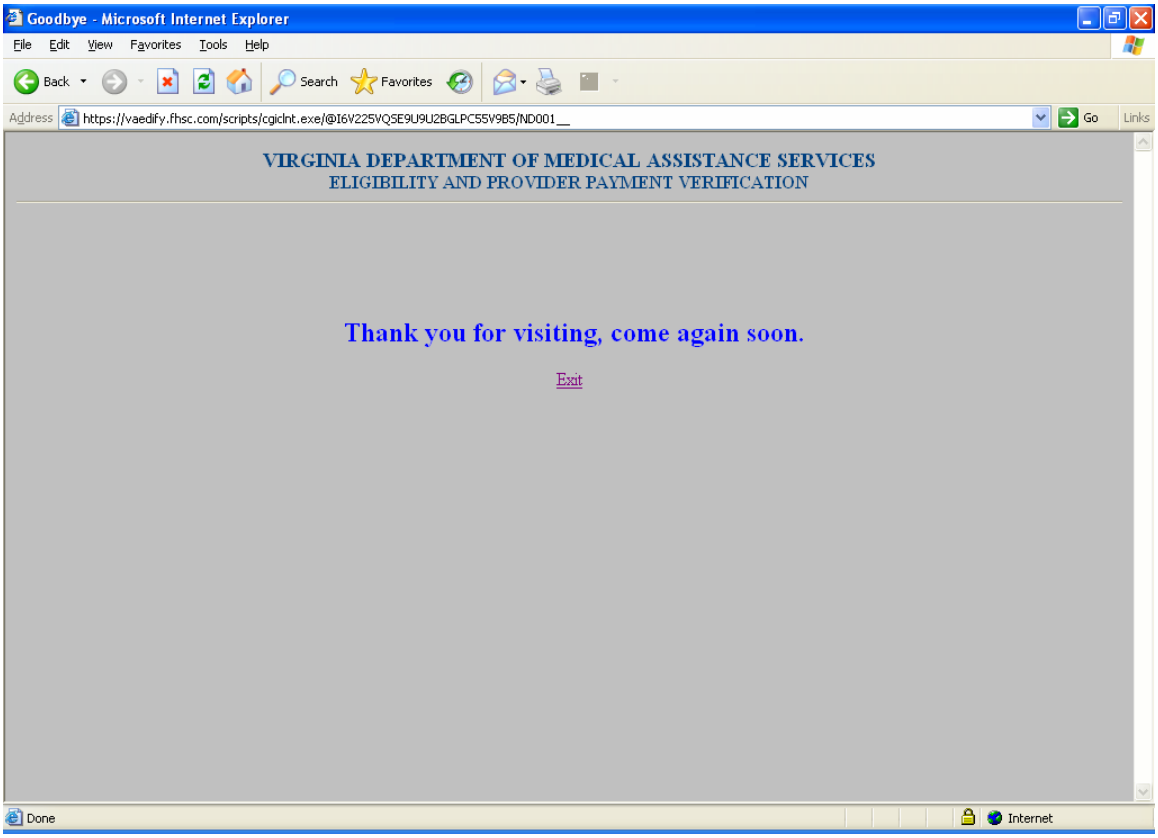
NOTE: For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Exit Option

When “Exit” is selected from any screen within ARS, the following message will appear:



If “Exit” is selected again, the following message will appear and you will be logged out of ARS:



FAQ (FREQUENTLY ASKED QUESTIONS)

Registration Questions

Q. Why do I have to register for access to the online Eligibility and Provider Payment Verification?

A. The information that you are accessing is required to be secured under HIPAA regulations. The registration process allows verification that you as a provider are authorized to view this information.

Q. Once I register, how will I be contacted?

A. You will receive a letter from First Health Services (FHS) that will include your Personal Identification Number (PIN). The PIN number will allow you access to the User Administration Console (UAC) tool so you can continue the registration process to be able to access the ARS. You should receive the PIN letter within 5-7 days. The letter will be sent to the servicing provider address.

Q. Who should I contact if I experience problems while enrolling?

A. Please contact the Web Support Unit at 1-800-241-8726.

Q. Do I need a separate logon ID and password for each member of my staff?

A. Yes. The Delegated Administrator for your facility will assign each staff member a user ID and password to access the ARS system.

General Questions

Q. Is the system HIPAA compliant?

A. Yes, HIPAA-covered portions of the system, 270/271 Eligibility and 276/277 Claims Status are HIPAA compliant. The HIPAA standards have an exception called Direct Data

Entry (DDE). HIPAA-covered portions of the system do "use applicable data content and data conditions of the standard."

Q. I handle claims for several providers. After checking claim status for one provider, how can I check claim status for another?

A. To logon as another provider, click the "Exit" button until the Logged Out screen appears. Click on the "Login" button to logon as a different provider.

Q. Little strings of letters sometimes appear when the mouse is placed over data or a data element name. What are they?

A. They are abbreviated field names applicable to the HIPAA DDE standard. They do not have meaningful business usage and should be ignored.

Q. What are Constant Reference Designators and Descriptions (in the box at the bottom of the Eligibility and Claims Status screens)?

A. Each HIPAA-covered screen displays the constant elements defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are required in standard X12 transactions. They are not required to access the eligibility and provider verification system and should be ignored.

Eligibility Verification and Service Limits Questions

Q. What service dates can I use?

A. The Service From Date must be 1 month or less before the Service To Date. Both service from and to date must be entered. The From Date cannot be more than 1 year in the past. The To Date cannot be in the future.

Q. What if I don't know the enrollee number?

A. You may key in any two of the following: SSN, Birth Date or Name.

Q. What is the Provider's Control Number?

A. This is a tracking control number for internal purposes only. You are required to enter a value in this field. You might use your initials, the date, the medical record number, etc.

Q. How do I inquire on service limits?

A. When you fill out the Eligibility inquiry screen, pull down the service limits box by clicking on the down arrow to the right of "For Service Limits enter Service Type Code."

Q. I've just found that a given enrollee is eligible. Can I check another enrollee?

A. Yes, just use your browser's Back button to get back to the screen where you keyed in the first enrollee's number. Delete that number and key in the new.

Q. What is the meaning of the abbreviated Benefit Plan (Plan Coverage Desc) that is returned on the Eligibility DDE 271 screen?

A. Please use the matrix provided in Appendix A to clarify the meaning of the abbreviated Benefit Plan Short Name.

Claim Status Questions

Q. Does ARS show pended claims?

A. Yes.

Q. How does this compare with the HIPAA 835?

A. As a result of a claim, the 835 comes from First Health automatically in a batch of transactions. The 835 contains more information on claim status. This is not relevant to the inquiry on the web.

Q. What's an ICN?

A. It is the claim number assigned by First Health when the claim was received. The ICN was converted with the new system. The ICN that is referenced on your paper remittance advice will not work. Use the recipient number and date of service. Claims processed prior to July 03, 2003 are not accessible by ICN.

Q. What if I don't have the ICN?

A. Key in
- Enrollee Number and Service Dates OR
- Enrollee Number, Service Dates and Billing Provider.

Q. What dates can I use?

A. The Service From Date must be 1 month or less before the Service To Date. Both service from and to date must be entered. The From Date cannot be more than 1 year in the past. The To Date cannot be in the future.

Q. What is the Cat Code and Code?

A. The Health Care Claim Status Code (Code) and Category code (Cat Code) are converted from the claims disposition:

Disposition	Cat Code	Code
Paid	F1	65
Denied	F2	9
Adj/Void	F3	101
Pends	P2	421

Prior Authorization (PA) Log Questions

Q. Can I authorize a procedure for a patient?

A. No. The PA Log is a historical list of PA's. In other words, the PA Log shows the results of previous, successful authorizations.

Provider Login Questions

Q. What is the format of my Provider Login Userid?

A. **To login using your Legacy Provider Identification Number (this login option can only be used until 05/22/2007):**

The Provider Login ID is an eleven-position number that consists of the provider number prefixed with "VA". If the provider number is only seven positions, then two (2) zeroes must be prefixed to the number between the "VA" and the seven position number. E.g. Provider number is "1234567" then the Provider's Login ID will be "VA001234567" for a total of 11 positions.

To login using your National Provider Identification Number (NPI):

The Provider Login ID is a ten-position number.

Q. How do I login as a different provider?

A. Upon clicking the EXIT button within the Virginia Department of Medical Assistance Services – Eligibility and Provider Payment Verification System, A "Logged Out" page will display. Click on the "Login" button. The "Login" page will display and allow you to login again as a different provider.

Q. How do I stop the display of the Security Alert screen?

A. Click the button that states, 'Do Not Show This Screen Again".

Q. Who should I contact if I experience problems while trying to log in?

A. Please contact the Web Support Unit at 1-800-241-8726.

Q. When attempting to login, I received a screen with a message, 'This Page Can Not Be Displayed.' What does this mean?

A. There are several reasons for this message:

- You may not have the latest version of the browser. 128 bit is required. Follow your company procedures to have the newest version of the browser installed.
- Your internet connection may be down or disconnected.
- The FHSC network may be down. Contact the Web Support Unit (WSU) at 1-800-241-8726.

Q. Is there any cost for using the eligibility and provider payment verification system?

A. No, all costs are absorbed by CMS and the Commonwealth.

Q. I tried an incorrect password three times and now I am unable to log on. What should I do?

A. This is a security measure to avoid hacking. To have your password reset, please contact the Web Support Unit at 1-800-241-8726. You will be asked questions to verify your identity.

Q. I registered three days ago and have not heard anything. What is the next step?

A. The First Health Web Support Unit (WSU) has peak demands at times. Your PIN letter will arrive in 5-7 days with your personal identification number (PIN) so you can continue the registration process to be able to access the ARS. The PIN letter will be sent to the provider's servicing address.

Q. My password doesn't work.

A. The password is case sensitive. If necessary, turn your Caps Lock key (on your keyboard) off. For example, "GetBetter" is different from "GETBETTER." If you are unable to resolve, then contact the Web Support Unit at 1-800-241-8726.

Q. I forgot my password.

A. On the ARS log-on screen there is a "Forgot Your Password" question. Select the link and answer the Password Challenge question. You will be given a new password that must be changed the first time you attempt to use it.

Q. After I registered as a new provider, I was instructed to change my password when I logged in the very first time. How is this done?

A. On the Login web page, enter your login userid and password that was assigned to you by the Delegated Administrator for your facility. Another page will display that will ask you to change your password. Enter your old password, your new password and, for verification purposes, your new password again. Click the "Submit" button.

Q. After I changed my password, the Login page was displayed again. What should I do?

A. Key your login userid and new password and click the "Submit" button. You will be directed to the eligibility and provider payment verification system.

Q. What steps do I follow for accessing group provider information through UAC or ARS?

A. Here are the steps to follow for accessing group provider information through UAC or ARS.

Step 1: UAC

- The Delegated Administrator for the provider's office selects a group provider number to be sent a PIN letter.
- The PIN letter is generated and sent to the group provider's address on file.
- The group provider sends the PIN to the Delegated Administrator.
- The Delegated Administrator sets up the user ID and password when registering with the PIN received from the group provider.
- The Delegated Admin now has access to the entire group of providers. (No individual PINS from member providers needed.)
- The look-up functionality is available to the Delegated Administrator.

Step 2: UAC

- The Delegated Administrator sets up additional users in the UAC system with roles assigned to the Virginia ARS system and the group provider assigned to each user. (No additional PIN required).
- Users now have access to the entire group of providers through ARS. Only the group provider number will appear in the user provider list on UAC version 2.0.
- All look-up functionality is available for the users.

Step 3: UAC

- The Delegated Administrator adds individual member providers from the group one by one requesting a PIN for each.
- Each provider member must receive the PIN letter back so that each member can be added to the user provider lists.
- All individual provider members' provider numbers will appear in the user's provider listing on UAC version 2.0.
- The Delegated Administrator removes access to the group provider number and restricts user access to select providers as needed.

APPENDIX A

Short Name – Benefit Plan (Plan Coverage Description)

Medicaid FFS – Medicaid Fee-For-Service
FAMIS Plus ─ Children Enrolled in Medicaid
XIX Central – Medicaid, Medallion II Central Area
XIX CMM Phys – Medicaid, Client Medical Management Physician
XIX CMM Rx – Medicaid, Client Medical Management Pharmacy
XIX CMM Tran – Medicaid, Client Medical Management Transportation
XIX Def. MCO – Medicaid, Default Mandatory Managed Care Organization
XIX FFS Emer – Medicaid, Fee-For-Service Emergency Services Only
XIX FFS Dial – Medicaid, Fee-For-Service Dialysis Services Only
XIX Halifax – Medicaid, Medallion II Halifax County
XIX ICF – Medicaid, Intermediate Care Facility
XIX LS Hosp – Medicaid, Long Stay Hospital
XIX M-3 CDPR – Medicaid, Medallion III Charlottesville, Danville, Pittsylvania Region
XIX M-3 LSWV – Medicaid Medallion III Lower Southwest Virginia Region
XIX M-3 MCO – Medicaid, Default Medallion III Managed Care Organization
XIX M-3 Nor VA – Medicaid, Medallion III Managed Care Organization Northern Virginia Area
XIX M-3 PCP – Medicaid, Medallion III MEDALLION PCP
XIX OS Prov – Medicaid, Out of State Provider
XIX PCP – Medicaid, MEDALLION Primary Care Provider (PCP)
XIX SNF – Medicaid, Skilled Nursing Facility
XIX Tidewtr – Medicaid, Medallion II Tidewater Area
XIX USWVA – Medicaid, Medallion II Upper Southwest Virginia Area

ASM ACR ASSM – ACR, Adult Care Residence Assessments
ASM NH LVL 1 – Assessments Nursing Home Level 1
ASM NH LVL 2 – Assessments Nursing Home Level 2
AIDS Waiver – AIDS Waiver
Aged Waiver – Elderly and Disabled Waiver
CDPAS Waiver – Consumer Directed Program Waiver
Fmly Pln Wvr – Family Planning Waiver
HIV Premium – HIV Premium
HIPP Premium – Health Insurance Premium Payment
HIDP – Health Insurance Demonstration Program
Hospice – Hospice Program
IFDSS Waiver – IFDSS Waiver
Intensive AL – Intensive Assisted Living
Med Co & Ded – Medicare Coinsurance & Deductibles
Med Premium – Medicare Premium
MR Waiver – Mental Retardation Waiver
Pre-PACE – Pre Program of All Inclusive Care for the Elderly
PACE – Program of All Inclusive Care for the Elderly
Prt Med Prem – Partial Medicare Premium
Reg Assist L – Regular Assisted Living
Regular AL – Regular Assisted Living
SLH – State and Local Hospitalization
TDO – Temporary Detention Order
Vent Waiver – Technology Assisted Waiver

FAMIS CMM Py – FAMIS, Client Medical Management Physician

FAMIS CMM Rx – FAMIS, Client Medical Management Pharmacy

FAMIS Centra – FAMIS, Medallion II Central Virginia Region
FAMIS-CDPR – FAMIS, Medallion II Charlottesville, Danville, Pittsylvania Region
FAMIS FFS – FAMIS, Fee-For-Service
FAMIS-Half. – FAMIS, Medallion II Halifax County
FAMIS HIPP P – FAMIS, HIPP Premium Payments
FAMIS ICF – FAMIS, Intermediate Care Facility
FAMIS LS Hos – FAMIS, Long Stay Hospital
FAMIS-LSWV – FAMIS, Medallion II Lower Southwest Virginia
FAMIS-MCO – FAMIS, Default Mandatory Managed Care Organization
FAMIS M3 MCO – FAMIS, Default Medallion III Managed Care Organization
FAMIS NorVA – FAMIS, Medallion II Northern Virginia Region
FAMIS OS Prv – FAMIS, Out of State Provider
FAMIS PCP – FAMIS, MEDALLION PCP
FAMIS Reg AL – FAMIS, Regular Assisted Living
FAMIS SNF – FAMIS, Skilled Nursing Facility
FAMIS Tr – FAMIS, Transportation
FAMIS Tidewr – FAMIS, Medallion II Tidewater Region
FAMIS-USWV – FAMIS, Medallion II Upper Southwest Virginia

Claim Status Category Code/Code

Disposition	Category Code	Default Status Code
Paid	F1	65
Denied	F2	9
Adj/Void	F3	101
Pends	P2	421

Default Status Codes are used only when a specific code is unavailable. The HIPAA 276/277 Implementation Guide can be obtained free of charge at http://www.wpc-edi.com/products/publications. The “Health Care Claim Status Category Codes and the Health Care Claim Status Codes” can also be obtained free of charge at http://www.wpc-edi.com/products/codelists/alertservice.

GLOSSARY

ARS: Automated Response System

Benefit Plan: Plan coverage description (See Appendix A for a complete list of plans and there abbreviations.)

Carrier Name: Name of the TPL carrier

Claim Payment Amount: Actual amount paid by DMAS

Constant Reference Descriptor and Descriptions: Standard constant fields as defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are typically HIPAA required fields, with a constant value unrelated to the Virginia MMIS application.

Health Care Claim Status (Cat Code): The category code under which the status falls (See Appendix A for a complete list of Claims Status Category Codes.)

Health Care Claim Status (Code): The code under which the status falls (See Appendix A for a complete list of Claims Status Codes.)

ICN (Payor Claim Control Number): The claim identifier assigned by DMAS

Line Item Charge Amount: Actual amount charged by provider for a given service

Line Item Provider Payment Amount: Actual amount paid by DMAS for a given service

Originating Company Number: A HIPAA required field; the intent is for systems that pass transactions multiple companies and multiple systems. It does not apply to this application. The provider number used at logon populates this field.

Payer's Control Number: A HIPAA required trace code; the user must enter a value that is then returned on the response screen. The system does nothing else with the value.

PIN: Personal Identification Number

PIN Letter: After registering to use the UAC tool the user will receive a letter. A personal identification number will be on this letter to use when completing registration.

Procedure Code (Service ID Code): The standard HIPAA codes; up to seven characters

Provider's Control Number: A tracking control number for internal purposes only; it is a required field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry.

Remittance Date: The date the payment was made

Total Claim Charge Amount: Actual amount charged by provider

User Administration Console (UAC): A tool that will allow the provider to manage their own ARS access for one or more users.

Verification Number: A number returned by the MMIS that confirms the provider received a confirmation for enrollee eligibility; the provider may use it as an official reference number in the future.